



**Town of Arlington, Massachusetts**  
The Department of Health and Human Services  
ADA Coordinator  
27 Maple Street Arlington, MA 02476  
Phone: 781-316-3257  
Fax: 781-316-3175  
<https://www.arlingtonma.gov>

## Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Arlington.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Tim Ross - ADA Coordinator  
Town of Arlington  
27 Maple Street  
Arlington, MA 02476  
Ph: 781-316-3257  
Fax: 781-316-3175  
TRoss@town.arlington.ma.us

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format that is accessible to the complainant, such as large print, braille, or audio tape. The response will explain the position of the Town of Arlington and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Town of Arlington's Health & Human Services Director, Christine Bongiorno or her designee.

Within 15 calendar days after receipt of the appeal, the Town of Arlington's Health & Human Services Director, Christine Bongiorno or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting,

Director Bongiorno or her designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his designee, appeals to the Director of Health & Human Services or her designee, and responses from those persons or their designees shall be retained by the Town of Arlington's ADA Coordinator for no less than three years.

The right of a person to prompt and equitable resolution of a complaint filed pursuant to this procedure shall not impair that person's right to pursue other remedies, including, but not limited to, the filing of an ADA complaint with the appropriate federal or state agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.